

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 51192Date: 4/18/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By:

Ron

Logan

Account Name:

Ron & Laurie Logan

Home: (480) 000-0000Street:

[REDACTED]

Work:City:

Gold Canyon

CBR:State:

AZ

Zip: 85218

is:Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No. SW02519A-06-0015

Sent: Monday, April 17, 2006 3:19 PM

To: Bradley Morton

Subject: Gold Canyon Sewer Co

As concerned residents of Mountainbrook Village in Gold Canyon, we would like to register our opposition to the proposed outrageous rate hike of 100%. We moved to Mountainbrook from Queen Valley 5 years ago where our sewer rates were considerably less. As retirees and 6 month residents we feel it is an outrage to have to pay the full fee year round for a service we only use for half a year. We are all on limited incomes and if everything instantly doubled in price we would be in real trouble. Can you believe that in Montana where we spend our summers, our annual fee for sewer AND water is only \$180?? On top of all this, as golfers and residents we still have to put up with a terrible sewer smell that was supposed to have been eradicated with all the expensive work and upgrading. Thank you for your attention to this matter,

Ron and Laurie Logan

Gold Canyon AZ 85218

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

RECEIVED
2006 APR 18 A 10:11
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

From: Bradley Morton
Sent: Tuesday, April 18, 2006 7:44 AM

Subject: RE: Gold Canyon Sewer Co

Mr & Mrs Logan,

I am in receipt of your concerns regarding the Gold Canyon Sewer Company Rate case and will docket it so it is part of the case and the Commissioners are made aware of your concerns. Please contact me if you have further issues.

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51192

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2006 - 51191

Date: 4/18/2006

Complaint Description:

08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Bob

Moritz

Account Name:

Bob & Jill Moritz

Home: (480) 000-0000

Street:

[REDACTED]

Work:

City:

Gold Canyon

CBR:

State:

AZ

Zip: 85218

is:

Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No. SW02519A-06-0015

Sent: Monday, April 17, 2006 3:04 PM

To: Bradley Morton

Subject: Gold Canyon Sewer rate increase

Mr. Morton,

Please deny the passage of the 100% rate increase Gold Canyon Sewer (Algonquin) is requesting. It is excessive and inappropriate from a customer perspective. If an increase is required to operate efficiently, it should be introduced over time. The other option is to review expenses to determine if the budget is appropriate and funds are being used wisely before the public bears the burden of this increase.

Thank you,

Bob & Jill Moritz

Gold Canyon, AZ 85218

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

From: Bradley Morton

Sent: Tuesday, April 18, 2006 7:39 AM

Subject: RE: Gold Canyon Sewer rate increase

Mr & Mrs Moritz,

I am in receipt of your opinion regarding the Gold Canyon Sewer Company rate case and I will docket your concerns so they are part of the case and the Commissioners are made aware of your concerns. Please contact me if you have any further concerns.

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51191

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51190

Date: 4/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Robert E

Jones

Account Name: Robert E. Jones

Home: (480) 000-0000

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW02519A-06-0015

Sent: Monday, April 17, 2006 1:23 PM

To: Bradley Morton

Subject: Gold Canyon Sewer

Dear Sir:

My wife, Sandra, and I, live at [REDACTED] Gold Canyon. I am writing to protest against the request for a one hundred percent increase in sewer charges made by the Gold Canyon Sewer Co.

I am sure you are aware of the facts regarding this company, the problems residents have had with them and the false statements they have made to consumers. I won't take up your time repeating them all here. Suffice to say that the 'improvements' and construction, which was recently done, has not alleviated the odor problem in this area. You only need to ask residents, or golfers or even drivers on Hwy 60 about the continuing odor. And, they stated the 'improvements' and construction would not result in an increase in rates. Now they are asking for one hundred percent!

I believe a company should be able to recover a portion of their investment and make a profit. But not until all their consumer obligations are met. I don't believe a company should be rewarded for misleading the public. And certainly a one hundred percent increase in anything is obscene.

If there is a possibility of being served by the district in Apache Junction I am sure many of my neighbors would be glad to switch.

Thank you,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Robert E. Jones
[REDACTED]

Gold Canyon, AZ 85218-6898

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Tuesday, April 18, 2006 7:34 AM

[REDACTED]
Subject: RE: Gold Canyon Sewer

Mr & Mrs Jones,

I am in receipt of your opinion regarding the Gold Canyon Sewer rate case and will docket it so it is part of the case and the Commissioners will be aware of your concerns. Please contact me if you have further concerns.

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51190

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 51189Date: 4/18/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: **Roland****Maki**Account Name: Roland & Mary Ann MakiHome: [REDACTED]Street: [REDACTED]Work:City: Gold CanyonCBR:State: AZ Zip: 85218is:Utility Company: **Gold Canyon Sewer Company**Division: SewerContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

Docket No. SW02519A-06-0015

March 15, 2006

Jeff Hatch-Miller Chairman
Arizona Corporation Commission IJOb MAR 23 I P 2: 5 1
Utilities Division
1200 West Washington
Phoenix, Arizona 85007-2996
RE: Gold Canyon Sewer Corp. proposed rate increase

Dear Mr. Hatch-Miller:

We live at Mountain Brook Village in Gold Canyon, Arizona Mountain Brook Village is a senior community, over age 55, meaning a great many of our residents are on "fixed" incomes.

We have heard that the Gold Canyon Sewer Corp. is proposing a rate increase of over 100%. This amount is absurd considering the fact that our homes have only one or two residents living in them and a majority are not occupied year-round. To pay over \$70.00 per month, all year, for sewer when you may be occupying your home only 4 to 6 months of the year is an outrage!

Also, the sewer site, which is very close to our homes continues to be a "smelly" problem for our community despite the amount of work and money that has gone into it to try and improve it. It is located way too close to businesses and homes and causes a constant odor problem. With the current growth in the area the sewer plant should be relocated to a more isolated area.

Please look into this outrageous proposal. There must be another way to defray increased costs without doubling the current rates of customers who use the sewer system the least.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

4/18/06

Called consumer and confirmed receipt of opinion. Explained docket process and that Commissioners will be made aware of their concerns.

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51189

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2006 - 51188

Date: 4/18/2006

Complaint Description:

08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Herb C.

Kitchener

Account Name:

Herb C. Kitchener

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Gold Canyon

CBR:

State:

AZ

Zip: 85218

is:

Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW02519A-06-0015

March 15, 2006

Jeff Hatch-Miller Chairman
Arizona Corporation Commission IIJob MAR 23 I P 2: 5 1
Utilities Division
1200 West Washington
Phoenix, Arizona 85007-2996
RE: Gold Canyon Sewer Corp. proposed rate increase

Dear Mr. Hatch-Miller:

We live at Mountain Brook Village in Gold Canyon, Arizona Mountain Brook Village is a senior community, over age 55, meaning a great many of our residents are on "fixed" incomes.

We have heard that the Gold Canyon Sewer Corp. is proposing a rate increase of over 100%. This amount is absurd considering the fact that our homes have only one or two residents living in them and a majority are not occupied year-round. To pay over \$70.00 per month, all year, for sewer when you may be occupying your home only 4 to 6 months of the year is an outrage!

Also, the sewer site, which is very close to our homes continues to be a "smelly" problem for our community despite the amount of work and money that has gone into it to try and improve it. It is located way too close to businesses and homes and causes a constant odor problem. With the current growth in the area the sewer plant should be relocated to a more isolated area.

Please look into this outrageous proposal. There must be another way to defray increased costs without doubling the current rates of customers who use the sewer system the least.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

4/18/06

Called consumer and confirmed receipt of opinion. Explained docket process and that Commissioners will be made aware of their concerns.

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51188

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51193

Date: 4/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Jeffrey

O'Sheil

Account Name: [REDACTED] & Virginia O'Sheil

Home: (480) 000-0000

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW02519A-06-0015

From: [REDACTED]
Sent: Monday, April 17, 2006 4:13 PM
To: Bradley Morton
Subject: Proposed Gold Canyon Sewer Rate Increase

Mr. Morton,
We are residents of Gold Canyon at [REDACTED] and are opposed to the rate hike sought by this company.
They should be held to their promise of no rate hikes in lieu of their expansion.
If they cannot operate within equitable margins, then residents should have a choice to terminate them and use an alternative provider to serve the needs of Gold Canyon residents.
Sincerely,
Virginia and Jeffrey O'Sheil
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Tuesday, April 18, 2006 7:49 AM
[REDACTED]
Subject: RE: Proposed Gold Canyon Sewer Rate Increase

Mr & Mrs O'Sheil,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I am in receipt of your opinion reagrding the Gold Canyon Sewer Company and will docket it so it is part of the rate case and the Commissioners are made ware of your concerns. Please contact me if you have further issues.

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51193

FILE IN SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51220

Date: 4/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Stanley& Barbara Lindgren**

Account Name: Stanley& Barbara Lindgren

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company. **Gold Canyon Sewer Company**

Division:

Contact Name: 0000

Contact Phone: 0000

Nature of Complaint:

Received letter dated 4-10-06:

[REDACTED]
Gold Canyon, AZ 85218
April 10, 2006

Commissioners
Jeff Hatch-Mille, Chairman.
William. A. Mundell
Marc Spitzer
Mke Gleason
Kristin MAyes
Arizona Corporation Commission
1200 W. Washington. Street
Phoenix, AZ 85007

Reference: Docket No, SW-02519A-Op-063\$

This letter is regarding the astronomical raise in sewer rates that the Gold Canyon. Sewer Co. is asking for. They are in effect planning for us, the public, to make up for all of the mistakes they have made. They should be held accountable for their own mistakes. This is similar to the problem in front of you now with APS_ They, too, are asking for rate increases after having spent millions of dollars on various perks for themselves. Where does it stop? With you Commissioners, we hope.

Sincerely,
Stanley R, Lindgren Barbara R. Lindgren
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and acknowledged his letter. I expressed thanks for taking the time to express his comments and that they would be noted for the record in this matter. E-mailed to John LaPorta to have this OPINION docketed under SW-02519A-06-0015. File closed.

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51220

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51212

Date: 4/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Marianne E.**

Kelly

Account Name: Marianne E. Kelly

Home: (480) 000-0000

Street: n/a

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: **Gold Canyon Sewer Company**

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW 02519A-06-0015

[REDACTED]
Sent: Tuesday, April 18, 2006 9:40 AM

To: Bradley Morton

Subject: gold Canyon Sewer Increase ?

Please do not ok a rate increase of 101 percent for the Sewer Company.
That is an awful rate increase for all. Marianne/Tom Kelly - Gold Canyon, Az.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Tuesday, April 18, 2006 10:59 AM

[REDACTED]
Subject: RE: gold Canyon Sewer Increase ?

Ms Kelly,

I am in receipt of your opinion regarding the Gold Canyon Sewer Company rate case and will docket it so it is part of the case and the Commissioners are aware of your concerns. Please contact me if you have further issues.

End of Comments

Date Completed: 4/18/2006

SW 02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51213

Date: 4/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Harold M**

Rogers

Account Name: Harold M. Rogers

Home: (480) 000-0000

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: **Gold Canyon Sewer Company**

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW 02519A-06-0015

[REDACTED]
Sent: Tuesday, April 18, 2006 10:46 AM

To: Bradley Morton

Subject: Sewer Rate COMPLAINT!!!!

AZ Corporation Commission
Jeff Hatch-Miller (Chairman)
William A. Mundell
Marc Spitzer
Mike Gleason
Kristin A. Mayes

To the above Members:

This is a letter of COMPLAINT that I just have to write. It is in regards to the proposed 101% Sewer Rate Increase of the GOLD CANYON SEWER COMPANY. At the present rate of 35.00, we are already one of the HIGHEST RATES in the state. To request an increase to 70.00+, more than double, is a totally unconscionable act, with total disregard or sensitivity to the homeowners they supposedly serve.

I and my wife are on a FIXED INCOME of Social Security and a small pension. This one single increase would completely wipe out the increase we received on Social Security. This one increase alone could put me into the uncomfortable position of having to decide on paying utilities or eating. Or possibly moving from MountainBrook Village here in Gold Canyon altogether. I love it here and wish to serve out my retirement years here, but this sort of increase IS BEYOND ME!

We receive NO NEW BENEFITS from this service. The LOCATION of the facilities is POOR use of proximity to Bashas Center, the golf course, and numerous homes. We just got this high 35 dollar rate in 2002. And to top it all off, this company assured us there would be NO RATE INCREASE due to their supposed

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

upgraded facility. If they wish to be good neighbors, they need to heed the WISHES AND COMPLAINTS of the THOUSANDS of people they are here to SERVE.

Please aid us in putting some sense into these people. REGISTER MY COMPLAINT!!!!!!!!!!!!

Sincerely,
Harold M. Rogers
Corrine M. Rogers
[REDACTED]

Gold Canyon, AZ 85218-7307

PS: So far PROUD, PRODUCTIVE MEMBERS OF GOLD CANYON, AZ. I hope we can stay this way.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Tuesday, April 18, 2006 11:07 AM
To: 'Harold Rogers'
Subject: RE: Sewer Rate COMPLAINT!!!!

Mr. & Mrs. Rogers,

I am in receipt of your opinion regard the Gold Canyon Sewer Company rate case and will docket it so it is part of the case and the Commissioners are aware of your concerns. Please contact me if you have further issues.
End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51213

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51210

Date: 4/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Paul

Aubert

Account Name: Paul Aubert / Leanne Peters

Home: (480) 000-0000

Street: n/a

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW 02519A-06-0015

[REDACTED]

Sent: Tuesday, April 18, 2006 7:57 AM

To: Bradley Morton

Subject: Gold Canyon Sewer

Hello Brad,

We are two more disenchanted, unhappy and unwilling customers of the Gold Canyon Sewer Company. They seem to be a case of a greedy business taking advantage of its captive customer base. Their facilities are marginal and improperly sited which is why we fought the expansion in 2002. Their pricing costs for sewer service are higher now than anywhere I have ever lived. They do not allow service to be put on hiatus while the house is not in use which is usually about six months for winter residents and they don't answer their phone or respond to messages left on their system when asked for some communication. Now they wish to double the rates for the privilege of continuing the same poor service.

Given the changes that will be necessary to accomodate future growth in the East Valley, doesn't it make sense to look for a more permanent solution with an honest and reasonable facilities district?

The services are necessary, we just wish to be working with better stewards of the environment who live up to their promises (no rate increases) and provide reasonable value for the costs involved.

Thank you,

Paul Aubert and Leanne Peters

Gold Canyon, AZ

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Tuesday, April 18, 2006 10:56 AM
To: 'Paul Aubert'
Subject: RE: Gold Canyon Sewer

Ms Peters and Mr Aubert,

I am in receipt of your opinion regarding Gold Canyon Sewer Company rate case and I will docket it so it is part of the rate case and the Commissioners will be aware of your concerns. Please contact me if you have further issues.

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51210

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51217

Date: 4/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Diane

Dull

Account Name: Diane Dull

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW02519A-06-0015

Consumer against such a high rate increase and upset that utility had promised no increase for 5 years.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Explained docketing and rate case process. Assured consumer Commissioners will be aware of her concerns.

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51217

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2006 - 51208

Date: 4/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Sue

Turner

Account Name:

Sue Turner

Home: (480) 000-0000

Street:

[REDACTED]

Work:

City:

Gold Canyon

CBR:

State:

AZ Zip: 85218

is:

Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No SW 02519A-06-0015

Corporation Commission

Utilities Division

1200 West Washington

Phoenix, Arizona 85007-2996 APR 17 2006

To Commissioners Mayes, Mundell, Miler, Spitzer & Gleason

Several years ago, two representatives from Gold Canyon Sewer Corporation came to Mountainbrook Village and made a presentation revolving around the future improvements covering the sewer plant on 60 West. The improvements were to repair a dysfunctional system and to increase their capacity. They now can sell services to more homes, which will increase their profit margin.

After the presentation, questions from the audience were focused around the "cost". The representatives responded, "there will be no raise in fees after the completion of the improvements for at least 5 (five) years". Now we read of the requested raise of over 100%. This unreasonable request harbors on "forked tongue". May we remind the commissioners concerning Mountainbrook Village, over 50% of our residents residing in over 1,600 homes, leave during the summer Arizona months of the year, but continue to pay their monthly sewer dues, without using said facilities. This is a great reduction in the number of gallons needing to be treated. In addition, we have over 10% single homeowners with doubles residing over the remaining homes. Our fee rates continue to be the same monthly rate as the usage of larger families within the area.

We request that the commission please take the figures mentioned above in your deliberation and allocate a "fair" assessment, within single figures.

Last, but certainly the most important reminder, 90% of the residents at Mountainbrook live on a fixed income. 100% increase would definitely be a hardship.!

Thank you for your consideration.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sue Turner
[REDACTED]

Gold Canyon, AZ 85218

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

April 18, 2006

REGOLD CANYON SEWER COMPANY

Dear Water Customer:

¶Your letter regarding the Gold canyon Sewer Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Gold Canyon Sewer Company application.

¶The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

¶Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

¶Sincerely,

¶Bradley G. Morton

¶Public Utilities Consumer Analyst II

¶Utilities Division

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51208

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51205

Date: 4/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Gotthard R.

Pearson

Account Name: Gotthard R Pearson

Home: [REDACTED]

Street: [REDACTED] r.

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: Mike Weber

Contact Phone: (623) 935-9367

Nature of Complaint:

Docket No SW 02519A-06-0015

Arizona Corporate Commission April 11, 2006
1200 W. Washington St.
Metro Phoenix, Az. 85007 Re: Gold Canyon Sewer Company,
Rate Increase
Dear Members,

As a resident of Gold Canyon with my home in Mountain Brook Village I am outraged with the request by Gold Canyon Sewer Company to double our sewer rates. A high percentage of the residence here are gone five to seven months of the year. When we leave we shut off the water to the house just incase a leak develops. During this time there is no wastewater added to the sewer system. Some of us have a separate drip system that operates separately all year to maintain our yard plants with out adding to the sewer load only adding to the water bifi. Our sewer charge is billed monthly whether we are in residence or not. So assuming we are in residence for seven months of the year and adding to the sewer volume we are now paying \$60 per month during those months. If the new rate is allowed our equivalent rate per month for the seven months will be \$120.58 per month compared with a water bifi that is around \$25 including the drip system water. The requested rate increase has the appearance of being completely out of line.

I would request a full detailed investigation of all their records by an accounting firm that is not or has been connected with or being friends with any one in the firm before any action is taken on the Gold Canyon Sewer Company rate increase request. They had a previous rate increase approval to eliminate the odor problem. That has yet to be accomplished. My request is that the rate increase be turned down until they complete what they said they were going to do, remove the sewer odor. Then start with the procedure requested above.

Gottard R. Pearson

[REDACTED]
Gold Canyon Az. 85218
CC to, Gold Canyon Ranch Association
Gold Canyon Community Association APR 17

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Pinal County District 2 Supervisor, Sandy Smith,
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and explained docketing process and that Commissioners will be aware of his concerns.
End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51205

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2006 - 51207

Date: 4/18/2006

Complaint Description:

08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Manfred

Helsper

Account Name:

Manfred Helsper

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

n/a

CBR: helspermc1@msn.com

State:

AZ

Zip: 00000

is: E-Mail

Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

From:

Sent: Saturday, April 15, 2006 3:26 PM

To: Utilities Div - Mailbox

Subject: Gold Canyon Sewer Company Proposed Sewer Rate

As a permanent resident of Mountain Brook Village, I take exception to this intended rate hike and urge you to thoroughly investigate the Gold Canyon Sewer Company's justification for the 100% hike.

I suggest that your investigation should start with the \$ 35.00 per month charge and its justification toward the 10% profit that has been mentioned. Then, the rational for the 100% rate hike on top of the \$ 35.00 should be broken down between their effort to remove the smell and the enlargement of the facility itself to handle additional customers. I believe that additional homeowners requesting service should pay a special one time fee for the cost of the enlargement of the facility. To my knowledge, in order to handle growth, this approach has been used in other municipalities in the Valley. In my opinion this is fair and makes sense.

Thank you.

Sincerely, Manfred Helsper

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/18/06

Dear Sir:

I am in receipt of your e-mail opposing the Gold Canyon Sewer Company's request for a rate increase. Your

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

opinion has been documented and will become a part of the original docket. Your opinion will be distributed to the Commissioners and Staff assigned to this matter.

If you have any questions you may call the Arizona Corporation Commission, Utilities Division at 602-542-4251.

Sincerely,
Carmen Madrid
Public Utility Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51207

FILE IN SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51204

Date: 4/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Donna

Dosland

Account Name: Donna Dosland

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to share her opinion about Gold Canyon's request to raise their sewer rates.

She says she is definitely against this and feels that is extremely unfair especially since she only resides in the area for six months of the year. She feels the rate is high enough.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

I advised customer that I would write up her comments and enter her opinion into the official record. Copy was also put in the docket SW-02519A-06-0015. CLOSED.

End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51204

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51200

Date: 4/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Loa Lee**

Evans

Account Name: Loa Lee Evans

Home: (480) 000-0000

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: **Gold Canyon Sewer Company**

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Arizona Corporation Commission APR 17 2006
Utilities Division
1200 West Washington
Phoenix, Arizona 85007-2996

To Commissioners Mayes, Mundell, Miller, Spitzer & Gleason

Several years ago, two representatives from Gold Canyon Sewer Corporation came to Mountainbrook Village and made a presentation revolving around the future improvements covering the sewer plant on 60 West. The improvements were to repair a dysfunctional system and to increase their capacity. They now can sell services to more homes, which will increase their profit margin.

After the presentation, questions from the audience were focused around the "cost". The representatives responded, "there will be no raise in fees after the completion of the improvements for at least 5 (five) years". Now we read of the requested raise of over 100%. This unreasonable request harbors on "forked tongue". May we remind the commissioners concerning Mountainbrook Village, over 50% of our residents residing in over 1,600 homes, leave during the summer months of the year, but continue to pay their monthly sewer dues, without using said facilities. This is a great reduction in the number of gallons needing to be treated. In addition, we have over 10% single homeowners with doubles residing over the remaining homes. Our fee rates continue to be the same monthly rate as the usage of larger families within the area.

We request that the commission please take the figures mentioned above in your deliberation and allocate a "fair" assessment, within single figures.

Last, but certainly the most important reminder, 90% of the residents at Mountainbrook live on a fixed income. 100% increase would definitely be a hardship.!

Thank you for your consideration.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

April 18, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Water Customer:

¶Your letter regarding the Gold Canyon Sewer Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Gold Canyon Sewer Company application.

¶The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

¶Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

¶Sincerely,

¶Bradley G. Morton
¶Public Utilities Consumer Analyst II
¶Utilities Division
End of Comments

Date Completed: 4/18/2006

Opinion No. 2006 - 51200

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

Opinion No. 2006 - 51221**Date:** 4/18/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:**

Mrs.

Horn

Account Name:

Mrs. Horn

Home: (000) 000-0000**Street:****Work:** (000) 000-0000**City:****CBR:****State:**

AZ

Zip:**is:**

Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

n/a

Contact Phone: n/a**Nature of Complaint:**

Customer is opposed to the rate increase. She states that the rates should be based on water in and water out. She does not feel that a flat rate is fair. She does not feel that she should have to pay the same price for sewer service as a family of six would pay. She is a single person on a fixed income and does not want the rate increase to be approved. She states that when the sewer company was formed that they were told that the sewer rates would remain the same and not increased.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

4/18/06 Explained to customer that her opinion would be docketed in SW-02519A-06-0015. closed

End of Comments

Date Completed: 4/18/2006**Opinion No.** 2006 - 51221
